NWCPO UPDATE

The Irish Waste Management Conference

28th November 2019

Leo Duffy, Programme Manager

National Waste Collection Permit Office

Topics Covered

- NWCPO Registers and Processes
- New Permit Conditions
- Waste Collection Permit Reviews
- Waste Data

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NWCPO Registers and Processes

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NWCPO Registers

2955 Applications since 01/02/2012

Annual Return Data Repository

2012-2014
Collection Only

2015-2018
Collection and LA Facility

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NWCPO Processes

Application Processing 20-45 p/m

Permit Amendments >1000 p/a

Annual Returns Management >3000 Operators

Quality Management ISO 9001 Certified System

Team of 15

Initiating Reviews

Application Audits

Regulator Support

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New Permit Conditions

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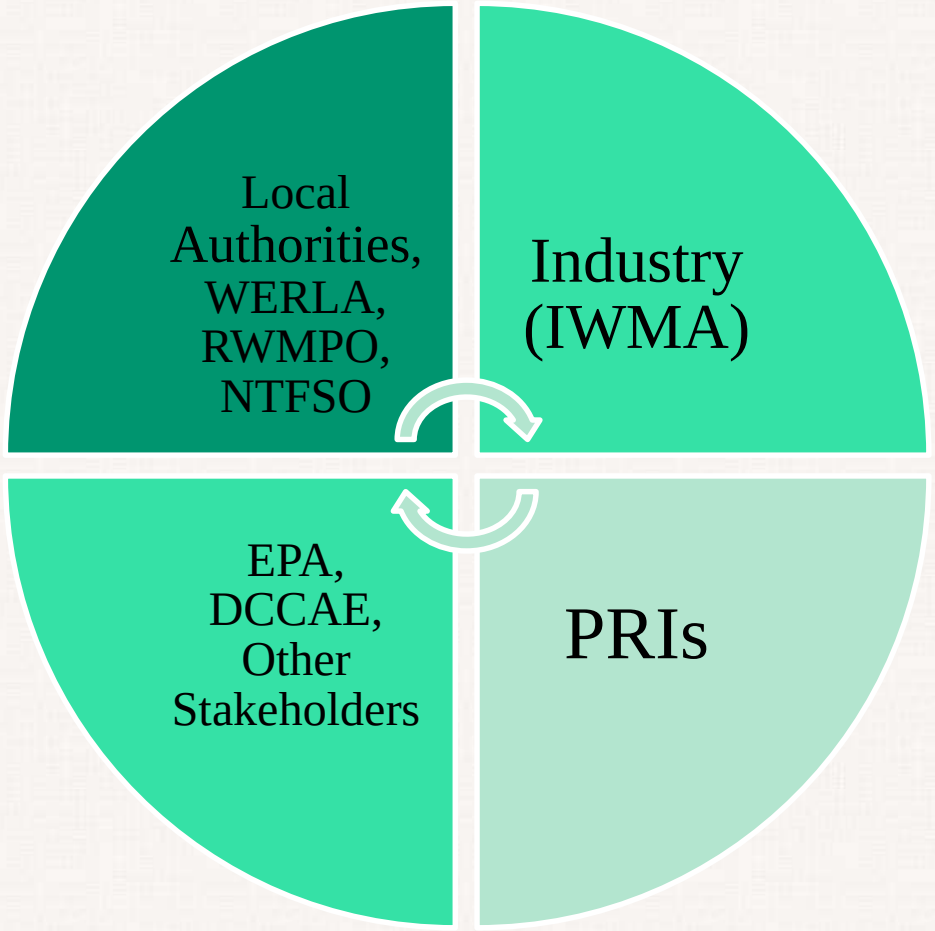
Permit Condition Consultation

September 2018 to May 2019



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Permit Version 4.5

42 amendments in total, mainly clarifications and legislative updates

- Implementing periodic reporting
- Requirement to undergo training
- Customer complaints management

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Periodic Data Reporting

‘‘The permit holder shall

- not later than the ***28th February, 30th April, 31st July and 31st October*** of each year

- furnish to the NWCPO ***a Quarterly (Waste Data) Report (QR)*** in respect of waste collection activities carried out by the permit holder in the preceding ***standard calendar quarter***

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Training Requirement

- **Technical competence** for Fit & Proper Person
- All "***Relevant Persons***" must receive "***training specific to the collection of waste***"
- All Persons responsible for records maintenance and reporting "***shall complete and provide evidence of completion of a training course***"
- ***Within 12 months*** of the date of grant of permit

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Complaints Management

The Permit holder shall

- demonstrate to the reasonable satisfaction of the NWCPO or Local Authority, ***that customer complaints have been addressed in accordance with the permit holders customer charter and customer complaints management system.***

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Preparing for Version 4.6

Conditions for new Waste Directive and Circular Economy

Conditions to implement new waste Policy

Conditions to address cherry-picking collection areas and last mile service?

Conditions to clarify incentivised charging?

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Permit Reviews

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Permit Review Types

1. Standard permit reviews – end of 5 years or PH requested
2. **Standard permit reviews – end of 5 years with Audit**
3. Surrenders – voluntary revocation
4. **Contentious Reviews (Breaches and Convictions)**
5. Reviews to amend conditions

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- **Standard permit reviews – end of 5 years with Audit**

20	HHKS Permits reviewed or under review in 2019
15	On-site audits completed
16	Permits currently under review
2	Permits granted for **5 years**
2	Permits issued for **1 year**

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- **Standard permit reviews – end of 5 years with Audit**

Application Audit Process

- Management Review (Director must be present)
- Review of compliance with conditions
- Review of breaches notified
- Review of data systems
- Data sampling
- Audit report

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Site Audit Issues Arising

- Governance from a distance
- Lack of QMS very evident
- Data collection and reporting
- Maintaining docket systems (non-household)
- Brown Bin Roll-out
- Complaints management

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Positive Impressions

- Standard of the HHKS sector as a whole has improved
- Weighing System data has facilitated informed business decisions
- Where systems are in place and used properly, operations are to a very high standard
- Some collectors are proactively encouraging waste segregation

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• Contentious Reviews (Breaches and Convictions)

- Permits reviewed where breaches are notified to the NWCPO or where a permit holder has been convicted.
- NWCPO initiates a review when notified – cases are prioritised
- **35** at various stages in review process
- **1** revoked, appealed, appeal withdrawn

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Waste Data

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NWCPO Role in Waste Data

Hosting and developing AR system

Managing Annual and Periodic Reporting

Hosting & developing Online Portal for Data Validation

Sharing/Reporting Data as appropriate

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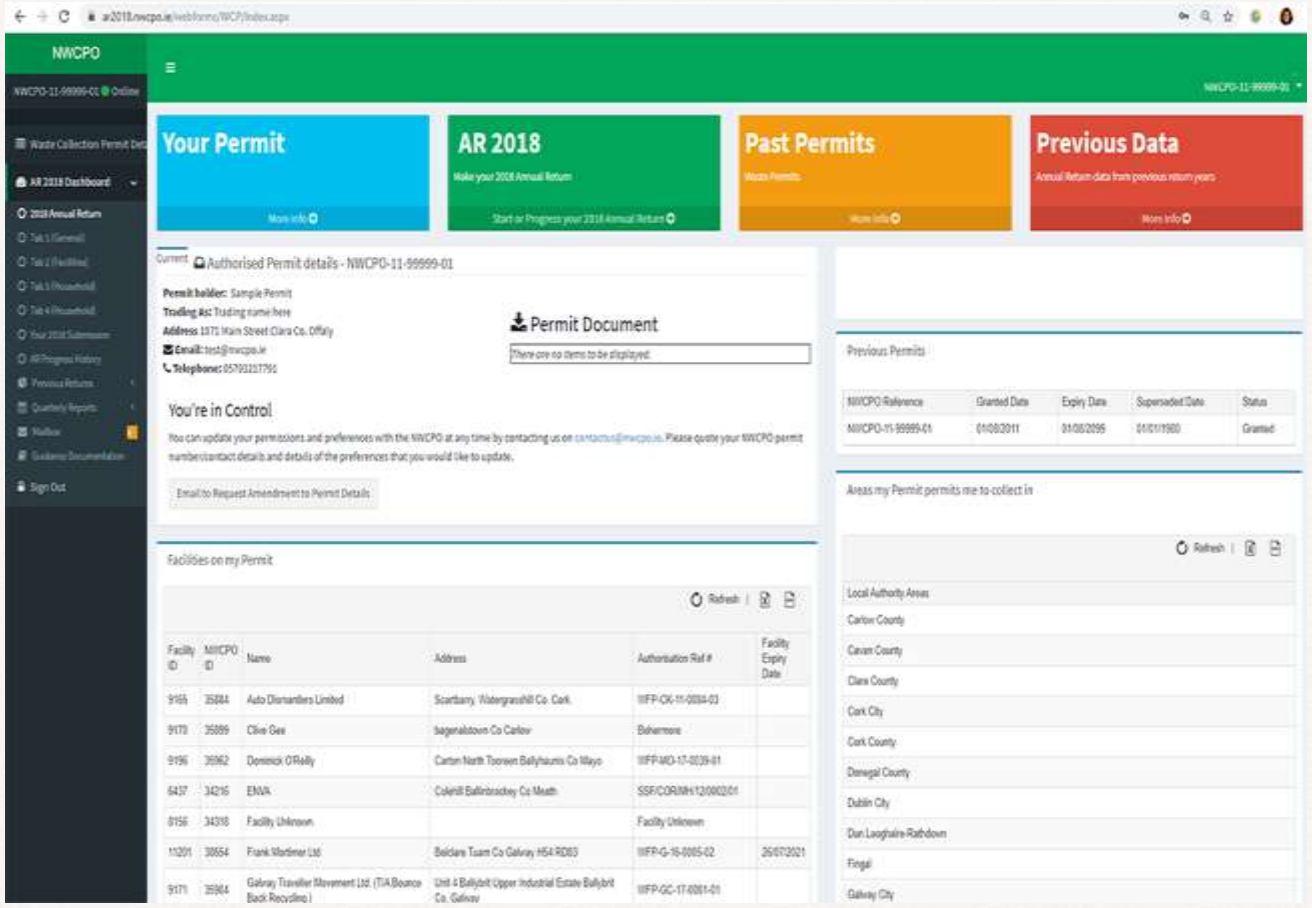
NWCPO AR System



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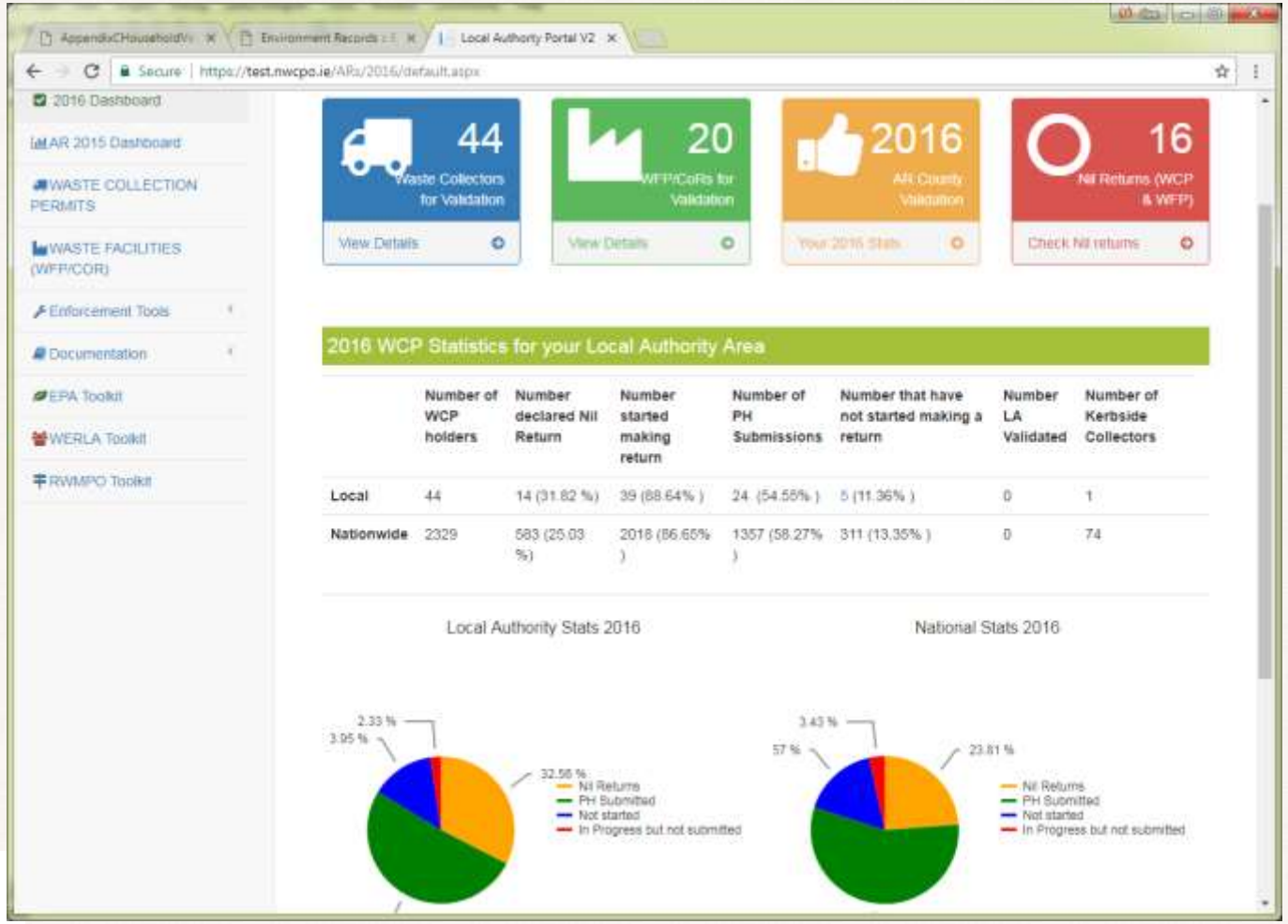
Validation Portal



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Validation Comparison Tool

Declared INWARDS by WCP Holders			Declared by this Facility			Declared OUTBOUND by WCP Holders
Inward (combined tab1, 2 & 4)			Waste In	Waste Out	Waste OnSite	Outward (Tab 2)
345 tonnes			**345**	**477.348**	**598**	**8.4** tonnes
Tab1	Tab2	Tab4				
328	17	0				
See Permits declaring this Facility						

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Quarterly Reporting

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Quarterly Returns Stats (Q1&Q2 and Q3 2019)

- **58** Household Collectors (including Kilkenny Co. Co. and Kerry Co. Co.)

	Q1&Q2	Q3
Returns Submitted	55	49
Not Started	3	9

- **3** Surrendering/Ceasing Activity (HHKS)

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Q1 &Q2 Reporting Results* (Top 10 – Representing 75% of Households Served)

- **5** exceed 90% Bio-waste bin roll-out (in agglomerations >500)
- **4** exceed 80% Bio-waste Bin Roll-out
- **1** <50% Bio-waste Bin Roll-out

- Presentation of Bio-waste Bin – 45% to >90%

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*** Data as provided by waste collectors**

Where to Next?

- New Waste Policy and Circular Economy!
- Application Assessment Focus
  - More emphasis on QMS
  - Complaints Management
  - Use of Data Management Systems
- Surveys - Granular data
- Develop Waste Facilities Register
- Develop data management systems for application process, AR data, portals etc.

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NWCPO has Moved

R35 K821

Doing our Bit!

Coordinated by the Community Reuse Network Ireland

www.crni.ie

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APPLICATIONS
IN POST

"Continuous improvement is better than delayed perfection"

Mark Twain

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